



STATE OF WEST VIRGINIA  
OFFICE OF THE ATTORNEY GENERAL  
DARRELL V. MCGRAW, JR.  
CONSUMER PROTECTION DIVISION  
1-800-368-8808 or 304-558-8986

# Press Release

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## FOR IMMEDIATE RELEASE

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### **Attorney General McGraw Settles Deceptive Business Practice Charge Against Beautiful Memories Monuments**

Attorney General Darrell McGraw announced today a \$43,000 settlement with Beautiful Memories Monuments. McGraw's office began investigating Beautiful Memories Monuments when his Consumer Protection Division began receiving complaints that the company unlawfully accepted payments from consumers purchasing monuments to memorialize their loved ones without delivering the goods and services.

"Consumers deserve to receive the goods for which they have paid in all cases," said McGraw. "Particularly in a case like this, the business practices of Beautiful Memories Monuments added to the sorrow of already grieving family members."

Kenneth Hobbs and Vicki Hobbs owned and operated Beautiful Memories Monuments formerly located in Point Pleasant, West Virginia and Pomeroy, Ohio. The business sold and set monuments. In early 2007, the Consumer Protection Division of the Attorney General's office began to receive complaints from consumers who alleged they ordered and paid for monuments and services they did not receive. Consumers were surprised to discover the business had closed and the Hobbs had moved out of state. Today's settlement will require Beautiful Memories Monuments to pay over \$43,000 in consumer refunds in monthly payments to the Attorney General's office. Additionally, all consumers filing substantiated complaints with the Consumer Protection Division within the next 90 days will be eligible for additional refunds.

Any persons wishing to file a complaint about a consumer matter or to alert the Attorney General about unfair or deceptive practices may do so by calling the Consumer Protection Hot Line, 1-800-368-8808 or by obtaining a complaint form from the consumer web page at [www.wvago.gov](http://www.wvago.gov).

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